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RILEY BOYLE

v.

LEGACY HEALTH PLAN NO. 504, LEGACY HEALTH, and

PACIFICSOURCE HEALTH PLANS

File Name: disc rec_PS_003002_2017.12.15_Phone

Call_Boyle.wav

Page 1

1 JOSIE BOYLE: Hello.

2 LINDSAY: Hi. Is this Josie?

3 JOSIE BOYLE: Yup.

4 LINDSAY: Okay, perfect. I think --
5 did it send you to some sort of a recording?

6 JOSIE BOYLE: Yes. I was like, wait
7 what?

8 LINDSAY: Yes, my phone's been doing
9 that all week. I don't know what it is. I'm so
10 sorry.

11 JOSIE BOYLE: It's okay. It's okay.
12 It's a technical difficulty. So it's
13 www.pacificsource.com?

14 LINDSAY: Correct.

15 JOSIE BOYLE: And it's called a pre-
16 authorization form?

17 LINDSAY: Yes. So if you go there and
18 then you'll click on providers.

19 JOSIE BOYLE: Okay.

20 LINDSAY: And then on the left-hand
21 side, probably halfway down it says forms and
22 materials. So you'll click on forms and
23 materials.

24 JOSIE BOYLE: Okay.

25 LINDSAY: And then it will say

1 administrative forms up at the top, and that will
2 open up all of the forms that we have.

3 JOSIE BOYLE: Okay.

4 LINDSAY: And then they're in
5 alphabetical order, so you'll choose pre-
6 authorization request for Oregon Medical.

7 JOSIE BOYLE: Okay.

8 LINDSAY: And then that's the form that
9 the provider will fill out. So, basically they
10 will have to request a retro out-of-network
11 exception now. So that will be the first step.
12 So if that retro out-of-network exception is
13 approved, then we need to work with New Haven
14 with getting the -- well, she's in-patient. Man,
15 I don't know if this is going to work.

16 Okay. So since she was -- well, it
17 wasn't residential. I wonder if it was inpatient
18 or residential for her. Let me look back at the
19 claim. Sorry, I'm trying to work my way through
20 this as well.

21 JOSIE BOYLE: No, it's okay. I think
22 that it says inpatient.

23 LINDSAY: Okay.

24 JOSIE BOYLE: It says New Haven
25 Residential Treatment. Like, that's all it says

1 on my end.

2 LINDSAY: Type of service -- it says
3 mental health residential.

4 JOSIE BOYLE: Mm hmm.

5 LINDSAY: But I wonder if the -- If
6 it's residential, then we still have a chance if,
7 of course, out-of-network exception is approved
8 because for mental health -- let me pull up that
9 benefit. So, for mental health for residential,
10 pre-authorization is reques -- or is required,
11 but if it's going to be mental health for
12 inpatient services, then we require pre-
13 authorization within 48 hours of being admitted.

14 JOSIE BOYLE: All right.

15 LINDSAY: So, if they didn't submit
16 that to us, then there's going to be no way of it
17 being covered. So, it's going to depend on if
18 it's coded as residential or inpatient, which on
19 the claim, it indicates residential. But um...I
20 think that after we receive the out-of-network
21 exception, if it's approved, then we're going to
22 have to take a closer look at that and how the
23 claim came across with the chart notes.

24 JOSIE BOYLE: Okay. Yeah. Because
25 that would be -- I feel like -- because I tried -

1 - again, I tried to get this all clarified before
2 we made this move so I could make sure we were
3 following, you know, with the guidelines. And I
4 just -- they were -- I guess they weren't
5 available or explained to me. Like, because it
6 was inpatient -- if it is inpatient, and that's
7 what I'm asking, like, what kind of
8 communications you need for this to be possibly
9 covered so I'll be super frustrated if we missed
10 that 48-hour window because --

11 LINDSAY: Right.

12 JOSIE BOYLE: -- you didn't convey that
13 information to me.

14 LINDSAY: Right. I mean, I show back -
15 - a call log back in July, you and I spoke
16 actually --

17 JOSIE BOYLE: Uh huh.

18 LINDSAY: -- uh...and we had talked
19 about the ineligible provider. So we talked
20 about the New Vision Wilderness Center.

21 JOSIE BOYLE: Right.

22 LINDSAY: And we talked about that
23 provider being ineligible.

24 JOSIE BOYLE: Mm hmm.

25 LINDSAY: I said -- advised that the

1 provider is an ineligible provider, and once she
2 submits the claim, the claim will deny as being
3 ineligible.

4 JOSIE BOYLE: Mm hmm.

5 LINDSAY: Once mom receives the denial,
6 she can submit an appeal and try to have a
7 different determination on the claim. I advised
8 her to -- I advised to have her counselor call us
9 so they could obtain an out-of-network exception.

10 So it may have been briefly talked
11 about when you and I talked about it, but that
12 was with the ineligible provider, so that wasn't
13 when you had called on New Haven. So, I
14 definitely understand. It looks like New Haven
15 called and spoke with Rita and then you called on
16 8/28 and spoke with Pam. The daughter is in Utah
17 for a year, needs residential treatment, needs to
18 see providers there, needs prior authorization
19 form on website.

20 JOSIE BOYLE: Yeah, and I was told that
21 there's no way they'll cover any kind of medical
22 care while she's there at all.

23 LINDSAY: Right. Because there is no
24 out-of-network exception or -- I'm sorry --
25 there's no out-of-network coverage for out of

1 state or for out of that service area.

2 Let's see. I'm just going through the
3 rest of it as well because it looks like Utah
4 providers have called us. There's no coverage.
5 So, you know, I -- I do apologize --

6 JOSIE BOYLE: Oh, it's okay. It's --
7 it's -- it's more of a -- I -- it's hard to know
8 what of questions to ask --

9 LINDSAY: Absolutely.

10 JOSIE BOYLE: You know, and what --

11 LINDSAY: Well, and of course, and
12 you just want to do what's right for your
13 daughter too, so it's -- it's probably so
14 stressful. I can't even imagine what you guys
15 are going through. So, it -- I'm sorry that that
16 wasn't given to you, again, because I think that
17 there would've been a better process if we
18 could've tried to obtain this two months ago
19 rather than now, you know.

20 JOSIE BOYLE: Okay.

21 LINDSAY: But, yeah, what I would do --
22 the first step is try to see if we can get that
23 retro out-of-network exception on file for New
24 Haven.

25 JOSIE BOYLE: Okay.

1 LINDSAY: And then we need to contact
2 New Haven if that out-of-network exception's
3 approved, and then we can see if they can submit
4 an authorization retroactively as well.

5 JOSIE BOYLE: Okay.

6 LINDSAY: So, I think that's the route
7 that we need to take.

8 JOSIE BOYLE: Okay.

9 LINDSAY: If the out-of-network
10 exception is denied, then you -- I would advise
11 you appeal.

12 JOSIE BOYLE: Right.

13 LINDSAY: Because in the appeal
14 process, you can get information from the
15 counselors that she sees. Basically, anything to
16 help support why she needs to go to New Haven.
17 And even include that you guys tried to find her
18 a spot somewhere else, but no one had an opening.

19 JOSIE BOYLE: Yes.

20 LINDSAY: That, you know, that's
21 frustrating in itself. So, um...this just seems
22 really convoluted. I'm so, so sorry. I do
23 apologize.

24 JOSIE BOYLE: It's okay. I'm just --
25 yes, I'm just trying to figure out now. So --

1 LINDSAY: Right.

2 JOSIE BOYLE: -- it would be so nice to
3 have some financial reprieve from all of this.

4 LINDSAY: Right. No, I definitely
5 agree. I really hope that this goes through for
6 you guys.

7 JOSIE BOYLE: Yeah, I --

8 LINDSAY: I wish that I was the person
9 doing it because -- I don't know -- I feel like
10 I'd be bad in that situation in health services
11 because I have such a huge heart and I, you know,
12 I understand what so many families are going
13 through. I'm like, okay, I approve it.

14 JOSIE BOYLE: I know, I...

15 LINDSAY: But yeah...

16 JOSIE BOYLE: Thanks for your time a
17 And I'll start working on that and see what I can
18 figure out.

19 LINDSAY: Okay, well, and Josie, if you
20 need to, you can always ask for me when you call
21 in just because now I remember the situation and
22 our conversation back in July.

23 JOSIE BOYLE: Okay.

24 LINDSAY: So my name's Lindsay, and if
25 you do call into the queue and I'm here, you can

1 ask for me, and I'm more than happy to help out
2 in any way possible, okay?

3 JOSIE BOYLE: That would be great.
4 Thank you so much.

5 LINDSAY: Okay. You're welcome. If
6 you have other questions today, definitely call
7 us back, okay?

8 JOSIE BOYLE: Okay. Sounds good.

9 LINDSAY: Okay.

10 JOSIE BOYLE: Thank you.

11 LINDSAY: Have a good day.

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1 C E R T I F I C A T I O N
2

3 I, Sonya Ledanski Hyde, certify that the
4 foregoing transcript is a true and accurate
5 record of the proceedings.

6
7
8 Sonya M. Ledanski Hyde
9

10
11 Veritext Legal Solutions
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13 Suite 300
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15

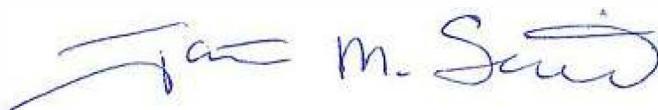
16 Date: May 11, 2021
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1 C E R T I F I C A T E
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5 I, Janette M. Schmitt, a Certified Shorthand
6 Reporter for Oregon, do hereby certify that after having
7 listened to an audio recording, that Sonya Ledanski Hyde
8 transcribed all testimony adduced and other oral
9 proceedings had, and that thereafter her notes were
10 reduced to typewriting under her direction; and that the
11 foregoing transcript, pages 1 to 11, both inclusive,
12 constitutes a full, true and accurate record of all such
13 testimony adduced and oral proceedings had, and of the
whole thereof.

14 Witness my hand and CSR stamp at Vancouver,
15 Washington, this 11th day of May, 2021.

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JANETTE M. SCHMITT
Certified Shorthand Reporter
Certificate No. 90-0093
Expiration Date: 6/30/2023

[003002 - go]

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[questions - yup]

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